

6.2. Project Deliverable: Project Budget, Schedule, and Risk Plan

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Project Schedule

Time allocated for each phase of the	Test / implement training	Milestones	Anticipated completion
<p>Content Experts- (2) senior CSR's.</p> <p>Hours- (2) hrs. a day to create content. Total time (2) weeks per person- 28 hrs.</p>	<p>Start date to create contents- 10/11/2021- 10/25/2021.</p> <p>There will be a total of (5) days, (10/26/2021- 10/30/2021, to test, review, and make revisions.</p>	<p>Completion of training course material on the due date (10/30/2021).</p>	10/30/2021
<p>CSR's Training- (8) weeks, from 11/1/2021- 12/20/2021.</p> <p>CSR's (25) must be trained a total of 10.4 hours per person in the (8) weeks training period. Total (260) hours.</p>	<p>CSR'S online skills test. 12/21/2021- 12/23/2021</p> <p>This test is designed to ensure the CSR'S have grasped the learning objective goals.</p>	<p>CSR'S will receive outstanding test scores. Metrics will increase, improving customer and employee satisfaction.</p>	12/23/2021
<p>Project Manager- hours worked (40) rs. X 12 total (480) hrs. in a (3) month period.</p>	<p>The project manager will oversee testing /implementing the entire project phase from (10/11-2021- 12/27/2021).</p>	<p>Starting and ending the project in a timely manner. Training implemented is successful. Each phase of the project, successful including</p>	12/27/2021
<p>Instructional Designers- total hours worked for this task will be (40).</p>	<p>The Instructional Designers will assess the LMS system, and upload the training material into the system, (10/26/2021- 10/30/2021).</p>	<p>Successfully uploading the training material into the LMS system.</p>	10/30/2021
<p>Graphic Designer – the hours worked to create the design for the training handbook will be (8) hrs.</p>	<p>There will be a total of (5) days, (10/26/2021- 10/30/2021, to test, review, and make revisions.</p>	<p>Design completion on the specified due date.</p>	10/30/2021
<p>Product Control- hours worked (40) hrs. X 12 total (480) hrs. in a (3) month period.</p>	<p>Hours worked (40) hrs. X 12 total (480) hrs. in a (3) month period</p>	<p>keeps a project on schedule when planning and executing, keeping costs within budget</p>	12/27/2021

Project Schedule

Time allocated for each phase of the	Test / implement training	Milestones	Anticipated completion
Procurement- hours worked (40) hrs. X 12 total (480) hrs. in a (3) month period	Monitors contractors to ensure they are compliant with the project initiative.	Materials and services that will ensure the project runs efficiently are obtained and returned at the end of the project.	12/27/2021
Quality Assurance - hours worked (40) rs. X 12 total (480), (480x12) total (5760) hrs. worked in a (3) month period.	Monitors the processes throughout the lifecycle of the project to ensure high quality project deliverables.	Taking measures to guarantee the project's operations have been executed throughout the project lifecycle.	12/27/2021

Project Schedule

Timeframe	Clients give feedback	Team integrate feedback	Anticipated completion
Content Experts- (5) days, from (10/26/2021- 10.30/2021).	The content experts will complete the design within this timeframe. The client will be able to give a response about the training course to the project manager.	If the client responds with a revision request, the program manager and team will contact the client within the (5) day timeframe to make modifications.	10/30/2021
CSR's Training- (8) weeks, from 11/1/2021- 12/20/2021.	CSR'S online skills test will be taken during this period. The client will be able to give a response about the training to the project manager.	If the client responds with a revision request, the project manager and team will address the concerns of the clients and make revisions as specified by the client.	12/23/2021
Project Manager- (3) months from, 10/11/2021- 12/27/2021.	The project manager will oversee implementing the entire project phases within this timeframe. The client will be able to respond with any concerns they may have about the program managers job performance.	If the client responds with a revision request, the program manager and team will contact the client within the (3) month timeframe to make the requested modifications.	10/11/2021-12/20/2021
Instructional Designers- (5) days, from 10/26/2021- 10/30/2021.	The Instructional Designers will upload the training content into the LMS. The client will be able to give a response about the course material and LMS to the project manager.	If the client responds with a revision request, the program manager and team will contact the client within the (5) day timeframe to make the requested modifications.	10/30/2021
Graphic Designer - (5) days, from 10/26/2021 - 10/30/2021.	The graphic designer will design the training course material. The client will be able to give their response about the design.	If the client responds with a revision request, the program manager and team will contact the client within the (5) day timeframe to make the requested modifications.	10/30/2021

Project Schedule

Timeframe	Clients give feedback	Teams integrate feedback	Anticipated completion
Product Control- (3) months from, 10/11/2021-12/27/2021.	Product Control will keep the project on schedule when planning and executing. They will also keep the costs within budget. The client will be able to give a response about product control's job performance to the program manager.	If the client responds with a revision request, the project manager will contact the client within the (3) month timeframe to make modifications.	12/27/2021
Procurement- (3) months, from 10/11/2021 – 12/27/2021.	Procurement will oversee the materials and services that will ensure the project runs efficiently are obtained and returned at the end of the project. The client will be able to give their response about procurements job performance to the program manager.	If the client responds with a revision request, the program manager and team will contact the client within the (3) month timeframe to make the requested modifications.	12/27/2021
Quality Assurance - (3) months from, 10/11/2021-12/27/2021. .	Quality will take the necessary measures to guarantee the project's operations has been executed throughout the project lifecycle, and to ensure high quality project deliverables. The client will be able to give a response about quality assurance job performance to the project manager.	If the client responds with a revision request, the program manager and team will contact the client within the (3) month timeframe to make the requested modifications.	12/27/2021

Risk Management Plan

Unforeseen events that take place during a project can be challenging. Each phase of the project is critical, executing the phases in a timely manner will ensure the project will be a success. Although it is difficult to determine where the pitfalls may be, there are preventative measures that will sustain the project. Transitions that occur when the project begins must be addressed immediately (Lavanya & Malarvizhi, 2008). The project manager has identified a potential transition that may pose a problem during the first phase of the training project. There is a possibility there will be issues with scheduling CSRs for training. Julie Mills, the Project Sponsor for the training voiced her concerns about the high volumes of calls that will generate on certain days. She also stressed only (1 or 2) CSRs from each region should attend the training during certain days of the week.

The Program manager has taken this into account. The specified amount of CSR's as stated by the project sponsor will attend the training (project scenario, pg.3). To address this potential issue, and other issues that could arise, the program manager has designated weekly status meetings for the team members. During these meetings, the team will discuss and gauge potential threats that are on the horizon. Keeping a repository of documents (status and quality records), which will identify issues that could jeopardize the training is vital to the sustainability of the project (Lavanya & Malarvizhi, 2008).

Documenting issues will establish a precedence for future problems that may arise. A trail that identifies and deters a damaging blow to (Wiley et al., 2019, pp. 508). the project will be key to mitigating potential threats. The project manager has also taken into consideration, technology issues could develop during the training. The project sponsor's organization has allocated a team of technologist that will be available to assist throughout the training. The technologist will be on standby when the instructional designers upload the training material into the LMS. An additional tool that will be utilized to keep the project manager and team connected will be an open line of communication.

Weekly forums will cultivate a community of trust and awareness. Communicating successes and failures will dismantle potential threats to the project initiative.

Safeguards have been put in place to remove issues that could delay or destroy the training project. The project manager will remain diligent in analyzing and notifying the team when a potential threat has been detected. Measures that have been taken include team meetings, status and quality reports, and consistent communication in which vital information is shared. Effective preventive measures have been deployed; they are vital to the success of the CSR's training initiative.

References

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